Visits of CPWD/AEs/JEs in DIZ Area

1767. SHRI J. P. GOYAL: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) what are the guidelines/instructions issued to the CPWD service centres in various colonies, particularly in DIZ area, to be followed by the Assistant Engineers/Junior Engineers of the said service centres, both electrical and civil;

(b) the number of times during past one year the Assistant Engineer/Junior Engineer visited Sector 'D' of DIZ area, the dates of thier visits and the work carried out after their visits; and

(c) the number of times the Assistant Engineer/Junior Engineer visited Sector 'D' DIZ Area to find out the number of staircase lights in the area were in working order, the dates of their visits and whether all the lights in the staircase have since been put in to working order; if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI DALBIR SINGH): (a) Instructions with regard to the functioning of the CPWD service Centres were issued by the DG(W) *vide* Memo No. 6|4|79-WI(DG) dt. 12-5-80, relevant extracts of which are given in the enclosed statement. (*See* below).

(b) and (c) The Junior Engineers/Asstt. Engineers visit the areas of their jurisdiction regularly as and when required. No record of such visits is, however, kept.

Approximately, 80 per cent of the staircase lights in the DIZ area are in working condition at present. Checking & replacement of fused bulbs is a continuous process. As and when fused bulbs or defective fittings are noticed, action is immediately taken to replace/rectify the same.

Statement

Extracts from the DGW, CPWD Memorandum No. 6/4/79-WI(DG) dated 12.5.88.

Enquiry Offices:

(i) A complaint register should be maintained in each Enquiry Office for recording complaints. Where the number of quarters covered by an Enquiry Office is large, separate registers may be maintained trade-wise. Time of lodging of each complaint should be invariably recorded by the Enquiry Clerk.

(ii) Every complaint should be assigned a serial number and the complainant should be intimated the complaint number for his reference.

(iii) Licencee should be advised to register their complaints invariably with the Enquiry Offices. The licencees may be advised to approach the Senior Officers in the Department only in cases when the complaints are not attended to within a reasonable time or the work has not been done satisfactorily. They should be asked to quote the complaint number and date, so that the complaint could be investigated.

(iv) Residents Welfare Associations should be intimated the jurisdiction of the Enquiry Office, the names of JE, AE, EE and SE and the office and residential telephones of the officers for wide circulation among their members.

(v) The J.E. should make it a point to review the complaints recorded in the complaint register at least once a day. The J.E. should invariably carry out personal inspections of some of the complaints attended to ensure that the work has been carried out satisfactorily. A note regarding his observations on his personal inspection should be recorded in the complaint register against the complaints investigated by him. If the work has not been done satisfactorily, suitable instructions should be given to the W.C. Staff for rectification of the

defects. A Similar inspection should be carried out by the AE and E.E. and the results of their inspections should also be recorded in the complaints register itself.

(vi) Complaints which cannot be attended to within a period 48 hours should be transferred to a separate register and suitable remarks should be recorded in the complaint register in this regard. It will be the duty of the J.E. to ensure that the complaints transferred to the separate register are not lost sight of and are attended to expeditiously.

(vii) While reviewing the complaints register, J.E. should examine if there are complaints of a repeated nature from the same house. Such complaints should be personally investigated by the J.E. to examine if there is any slackness on the part of the WC Staff.

(viii) Complaint which need follow up action should also be noted by the J.E.; for instance, where repairs to plaster are carried out should be ensured that white washing/distempering is carried out immediately. Like-wise, where repairs to wood work are carried out, it should be followed up with painting. Where electrical complaints are attended to and follow up action is required on the part of the J.E. (Civil), these should be indentified by the J.E. (E) and brought to the notice of the J.E.(C) promptly.

(ix) As far as possible, the licencees should be asked to indicate the nature of complaints to the Enquiry Clerk so that the right person is deputed for the job and he carried with him necessary tools and materials. It has been observed that in many cases, the complaints are vague and the workmen have to make more than one trip to the house, to find out the nature of work and the tools and materials required. This involves an avoidable waste of man-power.

(x) A note book should be issued to every worker where the Enquiry Clerk should enter the complaints, their serial number, house numbers and nature of complaints and the time of handing over the complaint. The W.C. Staff should be instructed to get the signatures of the licencees in token of satisfactory completion of the job. The note books of the workers should be checked by the JE with reference to the complaints register to ensure that complaints not attended are not shown in the complaint register as having been attended to.

(xi) Suitable arrangements should be made for receiving complaints on Sundays and Holidays. Machine numbered slips can be provided with the Chowkidar wherein the licencees can record the complaints and deposit them in a complaint box. These slips should be entered in the complaint register by the Enquiry Clerk on the next working day to ensure that they are not lost sight of.

(xii) A.E. and E.E. should make it a point to spend half a day in each Enquiry Office every week and every month respectively to examine the records maintained by the Enquiry Clerk, the note books maintained by the W.C. Staff and to have first hand inforation about the efficiency of the Enquiry Office.

(xiii) E.E. and S.E. should arrange for periodical meetings with the Residents Welfare Associations where points of common interest to the residents could be discussed and action programme chalked out.

Allotment of Quarters to the Wards of Retired Government Employees

1768. SHRI J. P. GOYAL: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether it is a fact that some cases of retired Government employees who were living in Sector-D